



949 West Alameda Street, Santa Fe, NM 87501
Phone: 505-992-9880 Fax: 992-9895
Email: www.santafecountynm.gov

Job Title: IT Generalist I – Public Safety

Department/Division:	ASD/IT	Range:	27
Salary:	\$18.2428/hr - \$27.3642/hr		
Position Status:	Full-Time/Classified		
FLSA Status:	Non-Exempt		
Closing Date:	November 30, 2016		
Job #:	11-2016-011		

The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only to provide a summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.

Primary Purpose:

To oversee the configuration, implementation, maintenance, and documentation of all IT related hardware and software. This employee will work with all levels of County staff to analyze, troubleshoot, and resolve IT related issues or to propose and implement new products. This position reports to an IT supervisor but is still expected to act with a high degree of independence such as work priorities, problem assessment and resolution, and troubleshooting and resolving critical system downtime. Independently prioritize multiple customer service requests based on department priorities.

Essential Job Functions:

- Prepare specifications for new hardware and software, and to setup, install, configure and test each listed; will be expected to answer, prioritize schedule, and complete requests from users for desktop assistance.
- Perform troubleshooting, and general maintenance of all desktop computer-related equipment and software; will be expected to follow in-house standards and procedures for documenting and tracking equipment serial numbers and licenses.
- Able to work independently and keep apprised of emerging technology and trends that will impact microcomputer systems at the County and must also be willing to assist other staff members as necessary and perform other duties as assigned.
- Manages all servers in the emergency communications center environment, ensuring that servers are continually operational and available.
- Configure and manage systems operational applications such as antivirus

applications, security applications, email applications and backup software applications; installs and configures various operating systems, programming languages and hardware.

- Coordinate and manage the scheduled releases of software updates and enhancements and well as patch management releases with the technical team; monitors system logs and activity on all servers and devices.
- Troubleshoots problems with networks, web services, mail services and other aspects of an integrated environment; develops, maintains, tests and monitors procedures for all server backups; monitors, plans, and coordinates the distribution of client/server software and service packs; performs on-site and remote technical support.
- Acts as a Liaison between departmental end-users, technical analysts, consultants and other governmental organizations in the analysis, design, configuration, testing, and maintenance of CAD and Call Handler (VESTA) systems to ensure optimal operation performance.
- Makes recommendations on new system application solutions to purchase; works with various vendors for procurement; assists in the organization, inventory and procured maintenance of all hardware and software resources.
- Install upgrades and maintain business applications.
- Generate reports.
- Maintains excellent communication with supervisor on all tasks and projects.
- Creates and maintains good technical documentation. Develops and maintains system policies.
- Support ArchGIS, ESRI, Jail Management Systems, text to staff, remote printer manager, and SafeAlert.
- Support LANs, WANs, Network segments, Internet and Intranet Systems.
- Monitor networks to ensure security and availability to specific users. (NCIC)
- Administer security updates and patches.

Knowledge / Skills :

- Knowledge of microcomputer systems hardware, software, networks, and operating systems; of the functions, uses and limitations of computers and peripheral equipment; of software and hardware capabilities and limitations; of trouble shooting and of diagnostic applications in order to perform independent analysis and resolution of problems.
- Ability to act in an independent and conscientious manner using sound judgment; to communicate effectively both orally and in writing, to establish effective working relationships with associates and the public.
- Experience supporting Windows 7/8, Active Directory, and Windows Server 2003/2008/2012.
- Ability to maintain confidentiality with sensitive customer and internal organization data.
- Candidates with certifications (MCSE (2003/2008), MCSA (2003/2008), CCNA, VCP, MCITP, VMWARE) will be given additional consideration.

Minimum Qualifications

- Associates Degree in computer science or related field plus any combination of education, training, and/or experience in computer programming, computer operations, computer science, or closely related fields totaling two (2) years. Higher level education in computer science or related field may be substituted for years of experience on a year for year basis with thirty (30) credit hours equal to one (1) year of experience.
- Must pass NCIC certification background check.

Working Conditions:

Work is performed primarily in an office setting. Work schedule may include evening, weekend, emergency call and call-back hours. Some travel may be required. Manual and finger dexterity required. Ability to lift 50 pounds. May be subject to exposure to electrical hazards, CRT's and VDT's. Sitting, walking, stooping, bending, and lifting required.

Conditions of Employment:

Selected candidate must submit to and pass a County paid pre-employment physical and drug/alcohol screening. Additionally, selected candidate must submit to and pass a county paid criminal background screening. Selected candidate must possess and maintain a valid New Mexico Class D Drivers License as incumbent shall be appointed to drive a County vehicle during the performance of his/her duties.

**Submit Applications to:
Santa Fe County Human Resources
949 West Alameda Santa Fe, NM 87501**

Resumes will not be accepted in lieu of the official Santa Fe County employment application.

Proof of education, certificates and/or endorsements must be attached to each application.

Revised 11/1/16